

## UW HEALTH JOB DESCRIPTION

### Nursing Assistant

Job Code: 540017	FLSA Status: Non Exempt	Mgt. Approval:	Date: 5-15
Department:		HR Approval: CMW	Date: 5-15

### JOB SUMMARY

UW Health is committed to the highest standard of Customer Relations principles for its patients, visitors, and fellow staff members. Staff will serve as role models by practicing exemplary behaviors when working with patients, visitors, and fellow staff members.

The Nursing Assistant (NA) is a supportive partner with the registered nurse and performs work as delegated by the registered nurse. The person in this position practices and performs basic nursing procedures which were taught during their outside training and certification program. They perform these basic procedures for patients in stable condition. The NA is expected to practice medical asepsis, respect the dignity and privacy with every patient and family, and maintain objectivity during patient care. The person is taught and expected to adhere to basic hospital safety policies and procedures, and to respond appropriately during emergency situations. The person is expected to maintain the patient/family environment, perform general nursing unit upkeep, and maintain unit equipment and supplies under the direction of the Registered Nurse. The person is expected to use accurate verbal and written communication and document patient care on the appropriate forms.

The NA cares for stable patients, but may work directly with the RN to assist in the care of acutely ill patients. The NA receives specific work assignments which are both written and oral. The NA is expected to complete the work assignment within the scheduled time.

### MAJOR RESPONSIBILITIES

**Technical Skill:** Incumbent performs his/her job demonstrating technical ability, understanding of job expectations, and compliance with organizational policies and procedures. The incumbent performs the following **job responsibilities**

- I. **Direct Patient Care:** Provide direct physical care and basic nursing procedures and treatments in accordance with hospital policies and procedures for patients in stable condition under the general supervision of the RN
  - A. Patient Mobility, transfers and repositioning
  - B. Assist with activities-of-daily-living (ADLs), RN as per policy 13.12A "Basic Care Standards" (inpatient adult) including:
    1. Bathing
    2. Toileting
    3. Oral Care
    4. Hygiene
    5. Nutrition
  - C. Intentional rounding
- II. **Patient Safety:** Incumbent is committed to the highest standards of patient safety. Incumbent will demonstrate prescribed procedures to ensure the highest level of patient care and service.
  - A. Maximize patient safety, employ interventions, and interact with patient to increase engagement and redirect patient behavior.
- III. **Communication:** Incumbent will demonstrate good interpersonal skills with all whom they interact including other hospital staff, visitors, and patients and their family members. All communications should demonstrate a commitment to customer service and excellence. Incumbent must effectively send, receive, and respond to information ensuring a high level of patient care and service.
  - A. Interact with patients and families on a continuing basis in an effort to establish a trusting relationship and learn pertinent information that is needed to help determine a patient's nursing care needs
  - B. Communicate and document pertinent observations and information in order to maintain a complete accurate record of care given to the patient.
    1. Read and follow procedures and policies.
    2. Identify and report to the RN, in a timely manner, all observations about the patient's condition, emotional

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status, and care provided.

3. Clarify and follow work assignments as directed by RN.

4. Demonstrate the ability to discuss the patient's concerns with the appropriate nursing staff in a courteous manner and professional manner.

C. Interact with patient on a continuing basis in an effort to establish a trusting relationship, and learn pertinent information to keep the patient safe.

1. Use opportunities to become aware of own behavior, interactional patterns, and effect on patients for purpose of improving or modifying behavior.

2. Listen attentively when the patient speaks, and seek ways to help the patient express himself/herself fully. Respond courteously and appropriately.

IV. **Customer Service:** Incumbent is expected to demonstrate a commitment to courteous, sincere, and sensitive patient and family centered customer service. Incumbent will present a positive and caring attitude in all interactions with patients, visitors, and staff. Incumbent is patient, tolerant, and accepts diversity. Incumbent presents a positive image of themselves and of the hospital in all personal and telephone interactions.

A. Recognize patient's and family members' reactions to hospitalization, illness, procedures and staff, and initiate supportive measures.

1. Recognize the effect that the unit environment has on the patient and family members.

2. Strive to promote patient welfare and independence by communicating through words and actions an understanding of patient's feelings and reactions to the hospital environment.

3. Assist the patient with activities that will contribute to physical retraining or redirection of behavior.

V. **Quality Improvement:** Incumbent demonstrates a commitment to quality and excellence.

A. Maintain job related skills and knowledge, and recognize need for continuing development.

1. Attend pertinent inservice programs provided by Unit, Clinical Department, and Nursing Staff Development.

2. Complete ongoing and annual organizational and departmental requirements

B. Maintain knowledge and skills necessary to meet the developmental needs of patients.

1. Possess basic knowledge related to the care of patients requiring continuous observation for various conditions.

2. Demonstrate the ability to interpret relevant information needed to identify the patient's personal care requirements.

VI. **Teamwork:** Incumbent is expected to participate as a member of the nursing team sharing mutual goals and a common mission. Incumbent will demonstrate respect and cooperative relationships in fulfilling the goals and mission of UWHC and this position.

VII. **Initiative:** Incumbent is committed to and performs quality work contributing to quality patient care. Incumbent assumes responsibility and accountability for his/her actions. To meet the challenges of a changing environment, incumbent is timely in meeting his/her job responsibilities and strives to provide excellent customer service. Incumbent values accomplishments and shows enthusiasm and pride in the hospital. Incumbent demonstrates a self-directed work effort that confirms the ability to recognize personal strengths and weaknesses. Incumbent is expected to develop goals for professional growth and strive to achieve those goals.

### Performance Measures:

- Maintain patient privacy and confidentiality.
- Exhibit good organizational and interpersonal communication skills.
- Ability to professionally and positively interact with patients, staff, and visitors.
- Work is performed in an accurate and timely manner.
- Accurate records maintained.
- Demonstrate trust, respect, honesty, and caring attitudes with patient/families and other members of the health care team.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

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<b>JOB REQUIREMENTS</b>			
Education	Minimum	High school diploma or equivalent and Graduate of State of Wisconsin Approved Nursing Assistant program	
	Preferred		
Work Experience	Minimum		
	Preferred	One (1) year recent experience as a Nursing Assistant	
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> <li>Must be listed on the Wisconsin Nurse Assistant/Home Health Aid Registry</li> <li>CPR certification required within 3 months of hire</li> <li>For Home Health Agency positions only: Valid Wisconsin driver's license and current auto insurance.</li> </ul>	
	Preferred	CPR certification.	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>Possesses knowledge of the principles of growth and development for the appropriate age group(s).</li> <li>Demonstrates the ability to assess data reflective of the patient's status in relation to the appropriate age group(s).</li> <li>Demonstrates the ability to interpret relevant information needed to identify each patient's nursing care requirements relative to his/her age specific needs.</li> <li>Demonstrates the ability to provide nursing care relative to the patient's age specific needs.</li> <li>Knowledge of and ability to perform Nursing Assistant functions.</li> <li>Knowledge of and ability to read and document information in patient chart.</li> <li>Knowledge of Universal Precaution techniques and ability to incorporate Universal precaution techniques while providing patient care.</li> <li>Knowledge of safety measures used during provision of patient care.</li> <li>Knowledge of and ability to practice aseptic technique.</li> <li>Knowledge of patient rights and confidentiality requirements.</li> <li>Ability to communicate effectively with patients, family members, visitors, and co-workers.</li> <li>Knowledge of current theory and practice of nursing applicable to basic care provided by nursing</li> </ul>	
<b>AGE SPECIFIC COMPETENCY (Clinical jobs only)</b>			
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.			
<b>Instructions:</b> Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,			
	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)
<b>JOB FUNCTIONS</b>			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
<b>PHYSICAL REQUIREMENTS</b>			
<b>Indicate the appropriate physical requirements of this job in the course of a shift.</b> <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>

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	and other sedentary criteria are met.			
	<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
X	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.